



International Business Parcels Returns User Guide

Effective from 1 January 2021



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International Business Parcels Returns

These services are a simple but powerful tool for your business.

They allow your international customers (and potential customers) in certain countries to return their parcels to you quickly and easily. In most cases, the service is free of charge for your customer as you pay for the return of the item.

This is a reply paid service, meaning that once you have purchased the International Business Response service licence, you will only be charged for the parcels we deliver back to you.

In addition, there is the option to allow your customers to respond to a local address instead of direct to you.

This User Guide shows you how International Business Parcels Returns works. You can find out more at our website at

royalmail.com/business/international/services

At the time of going to print this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. For items being sent to the EU, the VAT treatment of our services is expected to change to zero rated (currently they are subject to VAT at 20%) and customs declarations (CN22 or CN23) are required for items of non-personal correspondence/goods (excluding personal correspondence). These rules may be subject to change. Please keep up to date at royalmail.com/prices2021 and royalmail.com/brexit

Services at a glance

There are three options available:

1. **Standard** – available from 28 countries (see page 5 for the list of countries). It's free for your customers as you pay for the return of the item – the customer just needs to post the item or give it to their local Post Office.

This service uses a single return label design for all countries, making it quick and easy to set up.

The aim is for items to be returned to you within 7 to 10 working days from the date the parcel is posted by your customer.

2. **Local Look Fully Paid** – an end to end service available from selected countries (see page 5 for the list of countries) where the mail item takes on a Local Look and you pay the full return cost.

3. **Local Look Part Paid** – the person posting the parcel pays the cost of the local postage and you pay for the return of the item to the UK and to your return address. This service is available from selected countries (see page 5 for the list of countries).

For any of these three options the items can be returned to either your own premises or a third party's premises.

All of these options are reply paid services, meaning that once you have purchased the International Business Response services licence, you will only be charged for the parcels we deliver back to you.

Response service	Weight	Format	Availability	Licence required	AA code required	Payment	Design	Design specification
Standard	0-2kg	Parcels	28 Destinations	✓	✓	Per item	One design	Pre-printed
Local Look Fully Paid*	0-2kg	Parcels	7 Destinations	✓	✓	Per item	Different design for each country	Pre-printed
Local Look Part Paid*	0-2kg	Parcels	3 Destinations	✓	✓	Per item	Different design for each country	Pre-printed or handwritten

** Weight limits vary by country, see country specific information on page 18-24 for more details.*

Please note that as we only charge you for the returns you receive, there is no compensation payable if a returned parcel is not received by you.

Service availability

International Business Parcels Returns services are available from a selection of countries.

The table below shows in which countries each option is available:

Response service	Standard	Local Look Fully Paid	Local Look Part Paid
Austria	✓		
Belgium	✓	✓	
Czech Republic	✓		
Denmark	✓		
Estonia	✓		
Finland	✓	✓	
France	✓		
Germany	✓	✓	✓
Greece	✓		
Hungary	✓		
Iceland	✓		
Ireland, Republic of	✓	✓	✓
Italy	✓		
Latvia	✓		

Response service	Standard	Local Look Fully Paid	Local Look Part Paid
Lithuania	✓		
Luxembourg	✓		
Malta	✓		
The Netherlands	✓	✓	
New Zealand	✓		
Norway	✓		
Poland	✓		
Portugal	✓		
Romania	✓		
Slovakia	✓		
Slovenia	✓		
Spain	✓	✓	✓
Sweden	✓		
Switzerland	✓	✓	

International Business Response services licence



International Business Response services licence

You will need an International Business Response services licence to access our International Business Parcels Returns and International Business Mail Response services (see our separate User Guide on International Business Mail Response services). You will need a separate licence for each address you wish the returned items to be sent to, but there is no limit on the number of services you can use on one licence. Reply addresses must be in the UK.

There are five steps to complete to obtain an International Business Response services licence:

1. Work out which services you need.
2. Fill in the International Business Response services application form which is available at royalmail.com/response-services-application-form
3. Pay the £175* licence fee.

* Price excludes VAT which is charged at the zero rate.

You can pay either by:

- Cheque: enclose a cheque made payable to 'Royal Mail' with your application form to the address on page 8
- Invoice: we will invoice you when we receive your application form

When we receive your payment we will send you a licence and a reference code. Your licence is valid for one year.

4. Design your response label. Each option has different design criteria, please see the appropriate section.
5. Get approval for your design.

Send each design to us for approval before you allow your customers to use them.

PDF designs can be sent via e-mail to response.services@royalmail.com

International Business Response services licence

Alternatively hard copies can be sent to:

Freepost – Response Services
Royal Mail
20 Turner Road
St. Rollox Business & Retail Park
GLASGOW
G21 1AA

Please provide a contact name, number, e-mail and postal address with any designs.

We will either approve your design or advise you of any changes that we think need to be made (based on international posting requirements).

Response devices that do not comply with these requirements may be delayed and/or subject to an additional charge.

Once the design is approved (and you have obtained your licence) you can start to use the International Business Parcels Returns service.

Renewing your licence

We will contact you two weeks before your licence needs renewing. If you pay by direct debit, we will automatically renew your licence each year and take payment of the licence fee. If you pay by another method you must pay us by another acceptable method before your licence expires if you want to renew it.

International Business Parcels Returns service licence codes

When we send your licence we will also give you a reference code.

This will be a mix of letters and numbers. This code will be unique to you and allows us to identify your items. The code will always begin 'AA'.

You will need to print this code in the top left hand corner of your items – for Standard and for Local Look please see the relevant option for more details.

You can use the same code for:

- Standard
- Local Look Fully Paid
- Local Look Part Paid

Before using our
Returns services



Before using our Returns services

It is important to ensure that the items being posted back to you meet postal regulations.

You must ensure that any customers, agents or other parties using this service to return items to you are aware of the prohibitions and restrictions as to what can be sent and the rules around dangerous items and substances, described below.

Prohibited and restricted items

There are certain prohibited items which must not be included within the parcel and restricted items which may have conditions attached to their sending. What is prohibited or restricted varies from country to country and can sometimes include apparently ordinary things.

If you are unsure about any item, please visit royalmail.com/personal/international-delivery/country-guides

Dangerous items and substances

You must not let dangerous items and substances be returned.

Major classes of dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals etc. and all aerosols. Classifications of dangerous items and substances may change from time to time so please visit royalmail.com/prohibitions

Sanction laws

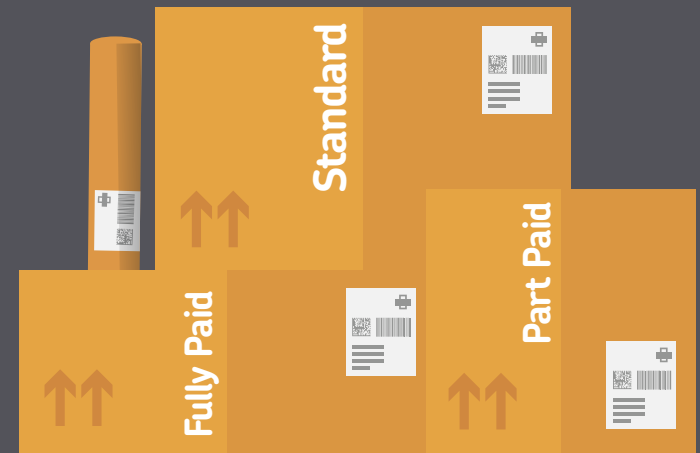
You must make sure that any items the consignor, recipient and you wish us to receive, handle and deliver are not prohibited under any applicable sanctions laws, including, without limitation to all sanctions laws applicable to the Royal Mail Group.

Sanctions laws can prohibit items being sent, received or handled because of their content, their intended consignor or recipient or the country to or from which they are to be sent.

If your items need a licence under applicable sanctions laws it is your responsibility to obtain it.

Information about sanctions can be found on our website at royalmail.com/international-sanctions

Returns options in more detail



Standard

Preparing your Standard Parcels

Standard is simple, fast and efficient for you.

It enables you to receive returns from customers in 28 countries (see page 5 for the list of countries).

Size and weight criteria

Parcels up to a maximum weight of 2kg can be returned.

Square or rectangular parcels

Square or rectangular parcels must meet the following dimensions:

Minimum dimensions: 140mm x 90mm.

Length + depth + width = no greater than 900mm; with no single dimension greater than 600mm.

Rolled parcels

Rolled parcels must meet the following dimensions:

Minimum Size: Length + (2 x diameter) must be greater than 170mm, diameter must be greater than 100mm.

Maximum Size: Length + (2 x diameter) must be less than 1040mm and the greatest dimension must be less than 900.

How long will it take for my items to be delivered to me?

We aim to return your parcels to you within 7-10 working days from the date the parcel is posted by your customer.

Standard

Cost

- You will be charged for each item returned to the UK on the following basis:

Weight (g)	Price (per parcel)
500g	£6.65
1kg	£8.00
1.5kg	£9.40
2kg	£11.00

- Prices exclude surcharge and VAT.
For surcharge level visit royalmail.com/surcharges
VAT is payable at standard rate
- In addition you must hold an International Business Response services licence

Additional item restrictions

- Italy and Ireland will not accept ink cartridges returned via this service

Customs requirements

For all parcels being returned a customs form (CN22) must be completed and affixed to the outside of the item.

- The CN22 customs declaration shall be fixed on the address side, in so far as possible in the top left-hand corner, beneath the sender's name and address, which must appear on the item
- When completing the customs form the following text must be used in the section asking for a description of goods being returned:

Returned Goods [INSERT DESCRIPTION OF ITEM(s)] No Commercial Value

- Customer must tick 'other' as the type of item
- Details of the weight must be included on the CN22
- CN22 must be signed by the returning customer

CUSTOMS DECLARATION		CN 22
Déclaration en Douane		May be opened officially Peut être ouvert d'office
Great Britain/Grande-Bretagne		Important! See instructions on the back
<input type="checkbox"/> Gift/Cadeau	<input type="checkbox"/> Commercial sample/Echantillon commercial	
<input type="checkbox"/> Documents	<input checked="" type="checkbox"/> Other/Autre	Tick one or more boxes
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg) (2) Poids	Value (3) Valeur
Returned Goods (T-Shirt)		8.00
No Commercial Value		
For commercial items only If known, HS tariff number (4) and country of origin of goods (5) Nomenclature du SH et pays d'origine des marchandises (si connus)		Total Weight Poids total (in kg) (6)
		Total Value (7) Valeur totale GBP
		0.05 8.00
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations		
Date and sender's signature (8) Ben Holmes 3/8/2004		

Standard

Standard design template

A design template is available in word format. It can be found on royalmail.com/internationalbusinessparcelsreturns



Label design requirements

1. Put the 'Prioritaire' indicator in the top left hand corner, and below this add the letters 'IBRS/CCRI', followed by the licence number 3016. Underneath this insert AA followed by your unique reference number that we provided you with.
2. The 'no stamp required' box must appear 5mm from the top and 5mm from the right hand edge, either 40mm x 30mm or a proportional reduction of this. The box must contain the design shown and the French words 'NE PAS AFFRANCHIR', ideally in capital letters. The English (or any native tongue) words are optional.
3. The two bold horizontal lines must be at least 3mm wide, 80mm in length, and 15mm from the right hand edge. Leave 14mm of space between the inside edges.
4. The words 'Réponse payée / Reply Paid' and 'THE NETHERLANDS' must be shown on two lines between the horizontal lines. The words would ideally be in capital letters but must be at least 4mm high.
5. Advertising can only appear on the left hand side of the label and a barcode, of any sort, must appear outside the label template.

Local Look Fully Paid

Local Look Fully Paid enables you to print a local address on your returns. Customers return parcels to a PO Box address, supplied by us, in their own country. This perceived local presence helps break down resistance to returning goods overseas.

Local Look Fully Paid is available from the 7 countries listed below:

Belgium, Finland, Germany, Republic of Ireland, The Netherlands, Spain and Switzerland.

The minimum and maximum sizes of the parcels vary from country to country – please refer to the country specific details on pages 18-24.

The maximum weight of a parcel is usually 2kg with the following exception:

→ Germany: 1kg

How we return parcels to you

After your customers have posted their parcels addressed to the local PO Box, the AA code within the address allows us to identify the returned parcels as yours, and forward them back to your chosen UK address.

If your items do not clearly display the correct AA code, we may be unable to forward them to you. Where we can identify incorrectly coded or uncoded items by other means you may be charged a fee for additional handling.

We aim to return your parcels to you within 10 working days from the date the parcel is posted by your customer.

Local Look Fully Paid

Costs

In addition to the annual International Business Response services licence fee (see page 7), there is a set charge per item returned, depending on the country of origin.

Country	0-500g	501-1000g	1001-1500g	1501-2000g
Belgium*	£7.85	£9.00	£10.10	£11.25
Finland	£8.10	£10.10	£12.20	£12.20
Germany*	£9.55	£10.70	N/A	N/A
Ireland, Republic of*	£8.80	£10.00	£12.20	£13.70
The Netherlands*	£14.10	£14.10	£14.10	£14.10
Spain*	£9.40	£11.70	£11.80	£12.20
Switzerland	£12.50	£12.50	£12.50	£12.50

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at the zero rate for EU and ROW destinations.

* EU Country.

We have implemented a new Temporary Air Carrier Supplement to mitigate the increased air carrier costs. This is an additional cost, charged on the price per kilo for affected countries. To view the latest supplemental rates, please visit royalmail.com/aircarriersupplements

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Please note: If receiving more than 2,000 parcels per year from a single destination the following discounts apply to the prices listed above:

Country	Discount
Belgium*	10%
Finland*	5%
Germany*	15%
Ireland, Republic of*	5%
The Netherlands*	5%
Spain*	10%
Switzerland*	5%

Local Look Fully Paid

Preparing your items

Key design elements

When you use the Local Look Fully Paid service, you must design a different returns label for each country.

These designs are subject to change so please check our website at royalmail.com/internationalbusinessparcelsreturns for the latest updates.

You must include your company name and your AA code on the design as shown on the artwork for each country.

The only wording on the design template that you can change is shown in grey. All other wording must appear exactly as it is shown on the template.

Please print everything in dark blue or black ink. Do not use vivid colours or dyes containing phosphorescent (glow-in-the-dark) substances.

Any exceptions to these rules are shown on the relevant country page.

You can include other information, such as your logo or an advertisement, where indicated.

For artwork you can use when designing your reply device, see page 29 and visit royalmail.com/internationalbusinessparcelsreturns to download a template.

Local Look Fully Paid

Belgium

Parcels

Minimum dimensions: 90mm x 140mm.

Maximum dimensions: combined lengths max 700mm, single length max 500mm.

No rolled parcels.

Maximum weight 2kg.

CN 22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN 22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from

royalmail.com/customs

CUSTOMS DECLARATION Déclaration en Douane		CN 22	
Great Britain/Großbritannien		May be opened officially Faut être ouvert d'office	
Important! See instructions on the back			
Gift/Geschenk	Commercial sample/Echantillon commercial	Tick one or more boxes	
Documents	Other/Autre		
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur	
For commercial items only if known, HS tariff number (4) and country of origin of goods (5) N° tarifaire du SH et pays d'origine des marchandises (si connu)		Total Weight Poids total (in kg)(6)	Total Value (7) Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations. (Date and sender's signature (8))			

The diagram shows a rectangular label with the following layout:

- 1:** PORT PAYE PAR LE DESTINATAIRE (Top left corner)
- 2:** Company Name
- 3:** Postzegel hoeft niet / Inutile d'affranchir (Top right corner, inside a box)
- 4:** (Bottom left corner)
- 5:** Dept. AA
- 6:** PO BOX 3090
- 7:** EMC – Building 710
1931 BRUCARGO

Dimensions and clear zones:

- Top edge: 140mm min
- Left edge: 90mm min
- Right edge: 15mm min
- Box for 3: 74mm x 40mm
- Clear zone around box 3: 74mm x 40mm

1. This phrase must appear in the top left hand corner in capitals.
2. The first line of the address must be at least 40mm from the top of the item.
3. These words must appear in a box in the top right hand corner. Please leave a 74mm x 40mm clear zone around the box as shown.
4. Advertising can only appear on the left hand side, at least 15mm from the bottom edge and below the words in the top left hand corner.
5. On the third line of the address please follow 'AA' with your reference code (see page 15).
6. The last two lines of the address should appear exactly as shown here. The last line must be at least 15mm from the bottom edge.
7. Please leave a clear zone along the bottom, at least 15mm high.

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Local Look Fully Paid

Finland

Parcels

Minimum dimensions: 90mm x 140mm.

Maximum dimensions: 400mm x 250mm x 30mm.

No rolled parcels.

Maximum weight 2kg.

CN 22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN 22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from

royalmail.com/customs

CUSTOMS DECLARATION Déclaration en Douane		CN 22
Great Britain/Great-Bretagne		May be opened officially Peut être ouvert d'office
Important! See instructions on the back		
Gift/Geschenk	Commercial sample/Echantillon commercial	
Documents	Other/Autre	Tick one or more boxes
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur
For commercial items only if known, HS tariff number (4) and country of origin of goods (5) If unknown, use CN or other code (6)		Total Weight Poids total (in kg)(6)
		Total Value (7) Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations. (Date and sender's signature (8))		

1

Vastaanottaja
maksaa
postimaksun

2

3

ASIAKASPALAUTUS
Your Company Name
Dept. AA
PL 1110
00002 HELSINKI

4

1. These words must appear in the top right hand corner, surrounded by a box of a similar size and position to that shown.
2. Advertising can only appear on the left hand side.
3. On the second line of the address please follow 'AA' with your reference code (see page 15).
4. The last two lines of the address should appear exactly as shown here.

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Local Look Fully Paid

Germany

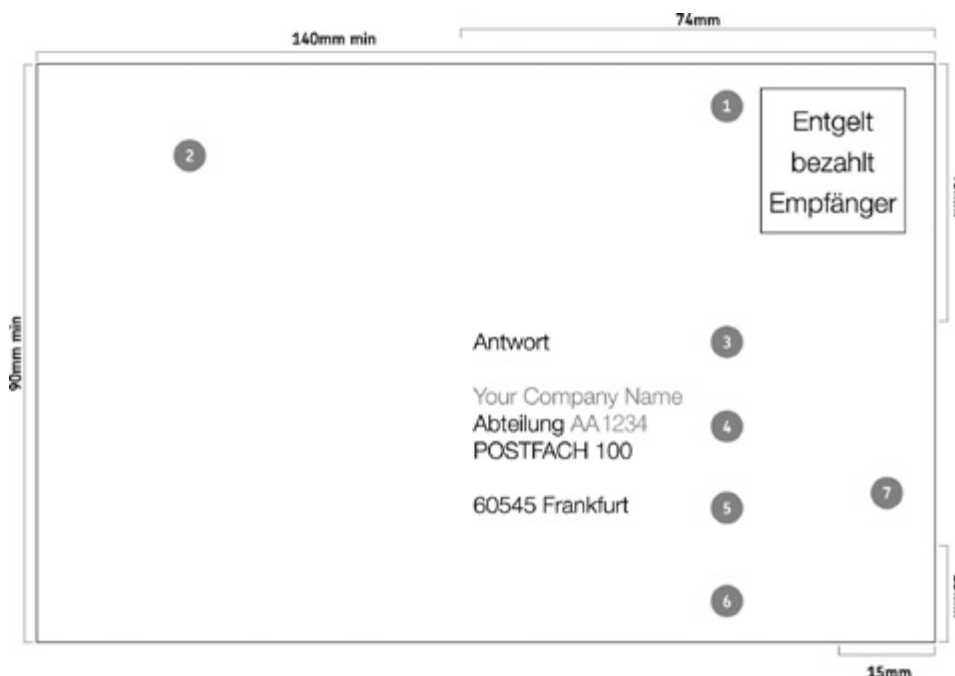
Parcels

Minimum weight: 51g.

Maximum weight: 1kg.

Minimum dimensions: 70mm x 100mm.

Maximum dimensions: Width – 250mm, Length – 353mm, Height – 50mm.



CN 22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN 22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from royalmail.com/customs

CUSTOMS DECLARATION Déclaration en Douane		CN 22	
Great Britain/Grande-Bretagne		May be opened officially Peut être ouvert d'office	
Important! See instructions on the back.			
Gifts/Cadeaux	Commercial samples/Échantillons commerciaux	Tick one or more boxes	
Documents	Other/Autre		
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur	
For commercial items only If known, HS tariff number (4) and country of origin of goods (5) Si l'on sait, le numéro de la nomenclature de l'origine des marchandises (4) et (5)		Total Weight Poids total (in kg)(6)	Total Value (7) Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that the item does not contain any dangerous articles or articles prohibited by legislation or by postal or customs regulations. (Date and sender's signature (8))			

Please also follow these rules – they enable items to be machine-read.

- Nothing must protrude from the parcel
- Use either white or a light coloured, single coloured envelope or label
- Use an absorbent paper label
- Do not use plastic wrappings
- Every line of the address must begin the same distance from the edge

1. These words must appear in a box in the top right hand corner of the parcel of a size and position similar to that shown, and within a 74mm x 40mm clear zone.
2. Advertising is only allowed on the left hand side of cards, and the top left corner of envelopes, but must not infringe the 74mm x 40mm area around the PPI.
3. Please print the word 'Antwort' (reply) above the address.
4. **On the second line of the address please follow 'AA' with your reference code** (see page 15).
5. The last two lines of the address should appear exactly as shown here, with a blank line before '60545 Frankfurt'.
6. Please leave a clear zone (for barcodes) along the bottom edge of the packet that is 15mm high and 140mm long (from the right hand edge).
7. Please leave a clear zone along the right hand side of the packet of at least 15mm.

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Local Look Fully Paid

Ireland, Republic of

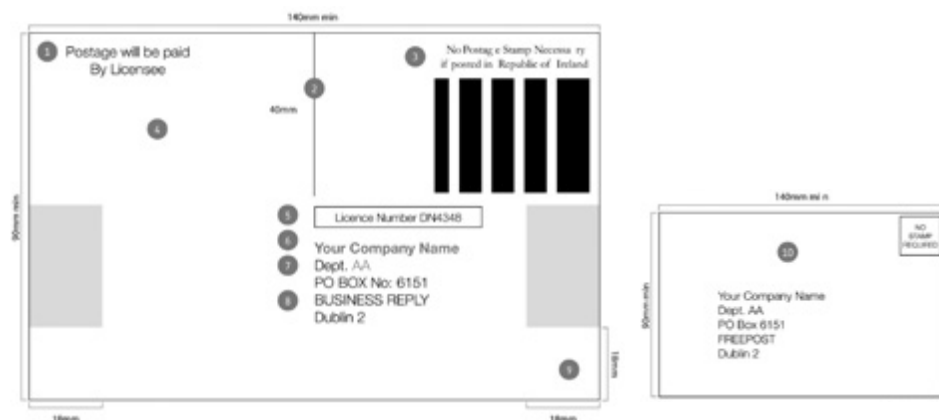
Parcels

Minimum weight: 51g.

Maximum weight: 2kg.

Minimum dimensions: **Rectangular:** 90mm x 140mm.
Roll-shaped: length plus twice width min 170mm.

Maximum dimensions: **Rectangular:** combined lengths max 900mm,
single length max 600mm.
Roll-shaped: length plus twice width max 1040mm.



Please also leave a clear zone at least 18mm high along the bottom edge of the back of packets.

For the address you can use black or blue or any other deep colour apart from red, orange or yellow, provided that it is in strong contrast to the paper. Please do not use vivid colours or inks containing phosphorescent (glow-in-the-dark) substances.

CN 22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN 22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from

royalmail.com/customs

1. These words must appear in the top left hand corner.
2. Leave at least 40mm between the top edge of the packet and the Licence Number box.
3. These words, and the vertical lines, must appear in the top right hand corner of the packet, of a similar size to that shown.
4. Advertising can only appear in the top left hand corner of the packet.
5. The standard business reply licence number must appear in the panel, as shown here.
6. The address must be in a bold typeface, at least 14pt in size.
7. On the second line of the address please follow 'AA' with your reference code (see page 15).
8. The last three lines of the address should appear exactly as shown here.
9. Leave an 18mm clear zone along the bottom, the left and right hand edges and, up to a point 40mm from the top edge of the packet.
10. An International Freepost Response service is available, enabling you to send a pre-printed reply label with a local FREEPOST address or return address labels for your customers to apply to their own stationery. When asking your customers to apply the address to their own stationery, you must clearly instruct them to include both your company name and the Dept. AA number. If these details do not appear, the items cannot be identified as yours, meaning that they may be undeliverable or you may have to pay an additional charge.

Please note: At the time of going to print this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. A customs declaration (CN22 or CN23) is required for items being sent from the EU. These rules may be subject to change. Please keep up to date at royalmail.com/brexit

Local Look Fully Paid

The Netherlands

Parcels

Minimum dimensions: 90mm x 140mm.

Maximum dimensions: 380mm x 265mm x 32mm.

No rolled parcels.

Maximum weight 2kg.

For prepaid items only

140mm min

90mm min

40mm

74mm

1

Postzegel
niet
nodig

2

3

4

Company Name
Dept. AA
c/o RM Netherlands
Antwoordnummer 10094
2280 VB Rijswijk

CN22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from royalmail.com/customs

CUSTOMS DECLARATION
DÉCLARATION EN DOUANE
CN 22

May be opened officially
Peut être ouvert d'office

Important! See instructions on the back

Gift/ cadeau: ☐ Commercial sample/ échantillon commercial: ☐ Tick one or more boxes

Documents: ☐ Other/ autre: ☐

Quantity and detailed description of contents (1)
Quantité et description détaillée du contenu

Weight (in kg) (2)
Poids

Value (3)
Valeur

For commercial items only
If known, HS tariff number (4) and country of origin of goods (5)
Si l'article est de nature commerciale (à remplir si connu)

Total Weight
Poids total
(in kg) (6)

Total Value (7)
Valeur totale

I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations.
J, le soussigné, dont le nom et l'adresse sont indiqués sur l'objet, certifie que les renseignements fournis dans cette déclaration sont exacts et que cet objet ne contient aucun article dangereux ou articles interdits par la législation ou par les règlements postaux ou douaniers.

State and sender's signature (8)

1. These words must appear in the top right hand corner, surrounded by a box and of a similar size to that shown. Please leave a 74mm x 40mm clear zone around the box as shown.
2. Advertising can only appear on the left hand side, or on the back. It must not infringe the 74mm x 40mm clear area surrounding the PPI.
3. On the second line of the address please follow 'AA' with your reference code (see page 15).
4. The last three lines of the address should appear exactly as shown here.

Please note: At the time of going to print this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. A customs declaration (CN22 or CN23) is required for items being sent from the EU. These rules may be subject to change. Please keep up to date at royalmail.com/brexit

Local Look Fully Paid

Spain

Parcels

Minimum weight: 51g.

Maximum weight: 2kg.

Minimum dimensions: 140mm x 90mm.

Maximum dimensions: Combined lengths max 900mm. Single length max 600mm.

CN22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from

royalmail.com/customs

CUSTOMS DECLARATION
DECLARATION EN DOUANE

May be opened officially
Peut être ouvert d'office

Great Britain/Grande-Bretagne

Important! See instructions on the back

For documents only
Pour documents uniquement

For commercial samples only
Pour échantillons commerciaux uniquement

For non-commercial items only
Pour objets non commerciaux uniquement

For low-value goods only
Pour marchandises de faible valeur uniquement

For goods of value over £270
Pour marchandises de valeur supérieure à £270

Quantity and detailed description of contents (1)
Quantité et description détaillée du contenu

Weight (in kg) (2)
Poids

Value (3)
Valeur

Total Weight
Poids total

Total Value (4)
Valeur totale

I, the undersigned, whose name and address are given on the form, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations.
Je soussigné, dont le nom et l'adresse sont donnés sur le formulaire, certifie que les particularités données dans cette déclaration sont exactes et que cet objet ne contient aucun article dangereux ou articles interdits par la législation ou par les règlements postaux ou douaniers.

Signature and stamp of the sender (5)

140mm min

90mm min

3

RESPUESTA COMERCIAL
Autorización núm

1

2

No Necesita
Sello A
FRANQUEAR
EN DESTINO

4

Your Company Name
Dept. AA
Apartado F.D. 866
28080 Madrid

5

50mm min

6

1. Please draw these lines in the size, thickness and positions shown.
2. These words must appear in the top right hand corner, surrounded by a box of a similar size and position to that shown.
3. These words must appear in the top left hand corner, surrounded by a box and in a similar size and position to that shown.
4. On the second line of the address please follow 'AA' with your reference code (see page 15).
5. The last two lines of the address should appear exactly as shown here.
6. Please type the address in a size so that the longest line is at least 50mm wide.

Please note: At the time of going to print this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. A customs declaration (CN22 or CN23) is required for items being sent from the EU. These rules may be subject to change. Please keep up to date at royalmail.com/brexit

Local Look Fully Paid

Switzerland

Parcels

Minimum weight: 51g.

Maximum weight: 2kg.

Minimum dimensions: 90mm x 140mm.

Maximum dimensions: 250mm x 353mm, Height max 150mm.

CN 22 and CN23

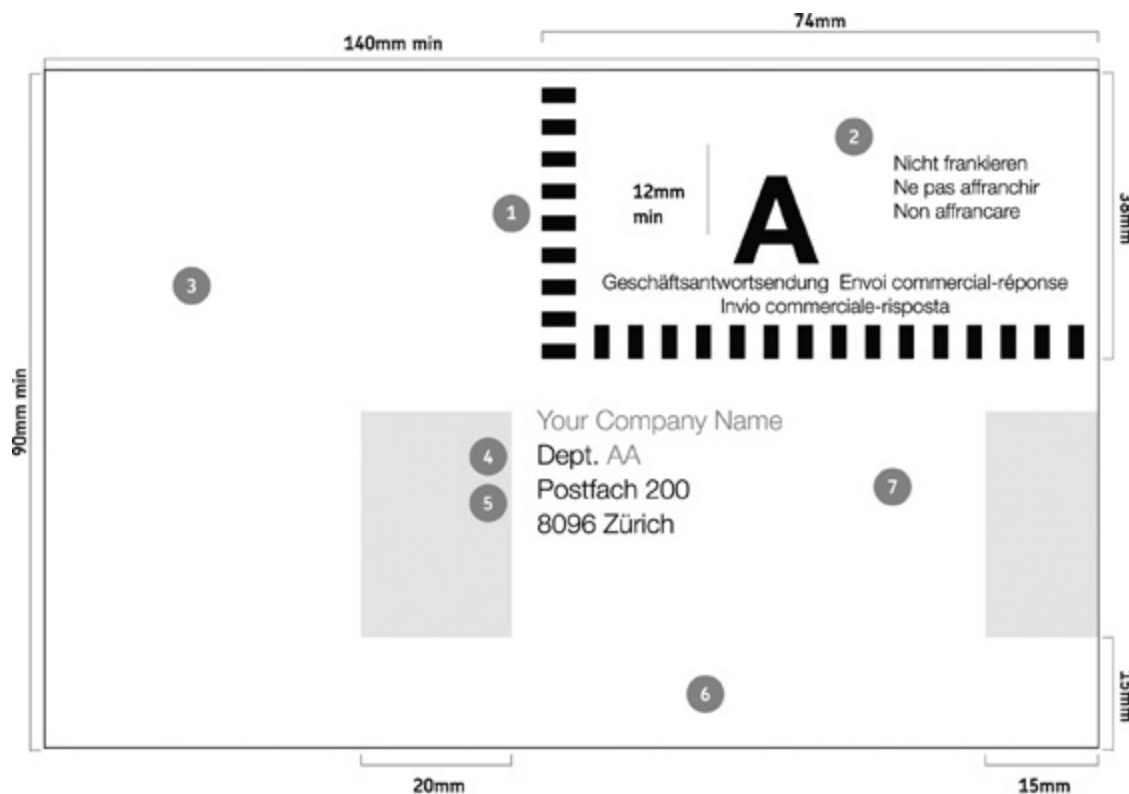
Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN 22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from

royalmail.com/customs

CUSTOMS DECLARATION Déclaration en Douane		CN 22	
Great Britain/Grande-Bretagne		May be opened officially Peut être ouvert d'office	
Important! See instructions on the back			
Gift/Geschenk	Commercial sample/Echantillon commercial	Tick one or more boxes	
Documents	Other/Autre		
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg)(2) Poids	Value (3) Valeur	
For commercial items only If known, HS tariff number (4) and country of origin of goods (5) N° tarifaire du SH et pays d'origine des marchandises (si connu)		Total Weight Poids total (in kg)(6)	Total Value (7) Valeur totale
I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations. Date and sender's signature (8)			



1. Around the words please position 9 vertical and 15 horizontal rectangles, each 4.5 x 2mm, as shown. The bottom left rectangle should be 38mm from the top and 74mm from the right hand edge.
2. These words and the letter A must all appear in the top right hand corner in the positions shown. The letter A must be at least 12mm high.
3. Advertising may appear on the left hand side of the packet.
4. On the second line of the address please follow 'AA' with your reference code (see page 15).
5. The last two lines of the address should appear on the packet exactly as shown here.
6. Please leave clear a zone 15mm high along the bottom edge, extending 140mm from the right hand edge of the packet.
7. Please leave 15mm clear to the right of the address and 20mm to the left.

Local Look Part Paid

Local Look Part Paid offers a local return address for parcels. This service requires the sender to post the parcel to a local PO Box address, supplied by us. Your customer pays the domestic postage themselves.

We then charge you for the return of these items to the UK. This service is available to the three destinations listed below:

- Germany
- Republic of Ireland
- Spain

The minimum and maximum sizes vary from country to country and are the same as outlined in the Local Look Fully Paid section – please refer to the country specific pages 18-24.

The maximum weight of a parcel from each country is as follows:

- Germany 1kg
- Ireland, Republic of 2kg
- Spain 2kg

How items are returned to you

After your customers have mailed their returns to the local PO Box, the AA code within the address allows us to identify the returns as yours, and to forward them back to your chosen UK address. If your items do not clearly display the correct AA code, we may be unable to return them to you. Where we can identify these items by other means, you may be charged an additional handling fee.

How long will it take for my items to return to me?

We aim to return items within 10 working days from receipt of the items at our PO Box.

Local Look Part Paid

Costs

In addition to the annual International Business Response services licence fee (see page 7), there is a set charge depending on the country from which the item was posted.

Country	0-500g	501-1000g	1001-1500g	1501-2000g
Germany*	£5.90	£7.55	£9.35	£11.00
Ireland, Republic of*	£5.90	£7.55	£9.35	£11.00
Spain*	£5.90	£7.55	£9.35	£11.00

Prices exclude surcharge and VAT. For surcharge level visit royalmail.com/surcharges

VAT is payable at the zero rate for EU and ROW destinations.

* EU Country.

We have implemented a new Temporary Air Carrier Supplement to mitigate the increased air carrier costs. This is an additional cost, charged on the price per kilo for affected countries. To view the latest supplemental rates, please visit royalmail.com/aircarriersupplements

* At the time of going to print this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. For items being sent to the EU, the VAT treatment is expected to change to zero rated (currently they are subject to VAT at 20%) These rules may be subject to change. Please keep up to date at royalmail.com/prices2021

Local Look Part Paid

Preparing your Local Look Part Paid items

Key design elements

When you use this service you can either:

- Distribute a response device or reply label to your customers using the same dimensions and obtaining approval as for international Local Look Fully Paid
- Allow parcels to be manually addressed. If you want your customers to address the return parcel themselves, you must clearly instruct your customers to include both your company name and the Dept. AA number in the response (as shown below). If these details do not appear, the items cannot be identified as yours and they could either be undelivered or you may be charged an additional fee.

The relevant PO Box addresses are listed right.

Local Look Part Paid addresses by country

Please remember to replace the AA1234 number with your own AA unique code.

Germany

Your Company Name
Abteilung AA1234
Postfach 100
60545 Frankfurt

Spain

Your Company Name
Dept. AA1234
Apartado F.D. 866
28080 – MADRID

Ireland, Republic of

Your Company Name
Dept. AA1234
PO Box 6151
Dublin 2

CN22 and CN23

Customs Forms must be used for goods valued up to and including £270, your customers will need to attach a signed, completed CN22 form.

For parcels with a value over £270, your customers will need to attach a signed, completed CN23 customs form.

Both of these forms can be ordered from royalmail.com/customs

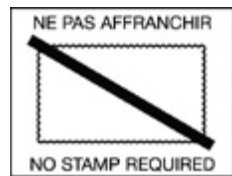
CUSTOMS DECLARATION Déclaration en Douane		CN 22	
Great Britain/Grande-Bretagne		May be opened officially Peut être ouvert d'office	
Important! See instructions on the back			
Gifts/Cadeaux	Commercial sample/Échantillon commercial	Tick one or more boxes	
Documents	Other/Autre	Weight (in kg)(2)	Value (3)
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu		Poids	Valeur
For commercial items only If known, HS tariff number (4) and country of origin of goods (5) Si l'on sait, le numéro de la nomenclature de l'origine des marchandises (4) et (5)		Total Weight Poids total (in kg)(6)	Total Value (7) Valeur totale
I, the undersigned, whose name and address are given on the form, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations. Je soussigné, dont le nom et l'adresse sont donnés sur le formulaire, certifie que les particularités données dans cette déclaration sont exactes et que cet objet ne contient aucun article dangereux ou articles interdits par la législation ou par la poste ou les douanes.			
Date and sender's signature (8)			

Design elements



Design elements

Please use the following artwork when designing your reply label. Alternatively you can download designs from royalmail.com/internationalbusinessparcelsreturns



Belgium

Postzegel hoeft niet
Inutile d'affranchir

Ireland, Republic of

No Postage Stamp Necessary
if posted in Republic of Ireland



Spain

No
Necesita
Sello A
FRANQUEAR
EN DESTINO

RESPUESTA COMERCIAL
Autorización núm



Finland

Vastaanottaja
maksaa
postimaksun

The Netherlands

Postzegel
niet
nodig

Germany

Entgelt
bezahlt
Empfänger

Switzerland



Although correct at the date this booklet went to print, from time to time services may be added to, changed or withdrawn.

Up-to-date information is available at **royalmail.com/internationalbusinessparcelsreturns**

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